

Information Technology Transformation Plan Phase I Status Report for December 2013 Issued January 2014

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Executive Summary

Implementation of the recommendations related to information technology hinge on establishing a strong and effective leadership to execute the changes designed to achieve efficiencies and cost savings. This high level summary of activity and outcomes represents the initial steps to meet the goals of Phase I. With this report, we will be closing out the Phase I Project Plan. Those few items left incomplete or with completion dates in 2014 and beyond will be incorporated into Phase II and recalibrated to a completion date that matches the priority and importance of the stated outcomes. A Phase II project plan will be released in January.

Accomplishments for December:

- Annual Administrative Review Report to the Chancellor completed.
 - First year savings validated and published. Savings of \$1,002,464 were achieved with \$221,000 contributed to strategic goal, 27% over target of \$174,000. \$780,906 in savings accrued to campus budgets in FY14.
 - Net of four positions were eliminated through attrition.
- Final Model reports delivered to CIO.
- Functional organizational chart complete (see below).
- Unification design was completed and leadership identified for each of the unified service areas.
 - John Gregory, UMaine: Classroom Technologies and End User Communications
 - Stephen Houser, USM: End User Computing Technology Design and Operations, Training Services Coordination
 - Lauren Dubois, UMA: Virtual Service Desk
 - Fred Brittain, UMF: represent UMPI, UMFK, UMM; Portal Development and Support
 - John Grover, UMS; Enterprise Level Systems, Development Services, Application Support
 - Jeff Letourneau, UMS: Network Maine, Wide Area Network/WIFI, Virtual Computing Stack, Advanced Computing, Operations and Data Centers
- Recommendation 4 *New Funding Strategy*: Configuration and service catalog elements of the funding model completed. Second session completed with consultant to prepare for next stage of data gathering and rate development.
- A survey of staff roles was conducted and analyzed in support of the design work to illustrate the strategic IT areas in which staff are currently assigned. This step supports the unification of services going forward.
- Policy work focused on best way to accommodate research and academic IT in IT Business Case and Project Management APL drafts.
- Desktop/Laptop RFP released. The goal of the RFP is to seek a limited number of vendors with deeper discounts.
- TechQual+ analysis continued. IT is perceived as meeting only minimal levels of expectations while desired service level is significantly higher.
- FY15 saving strategy and implementation plan is under review.

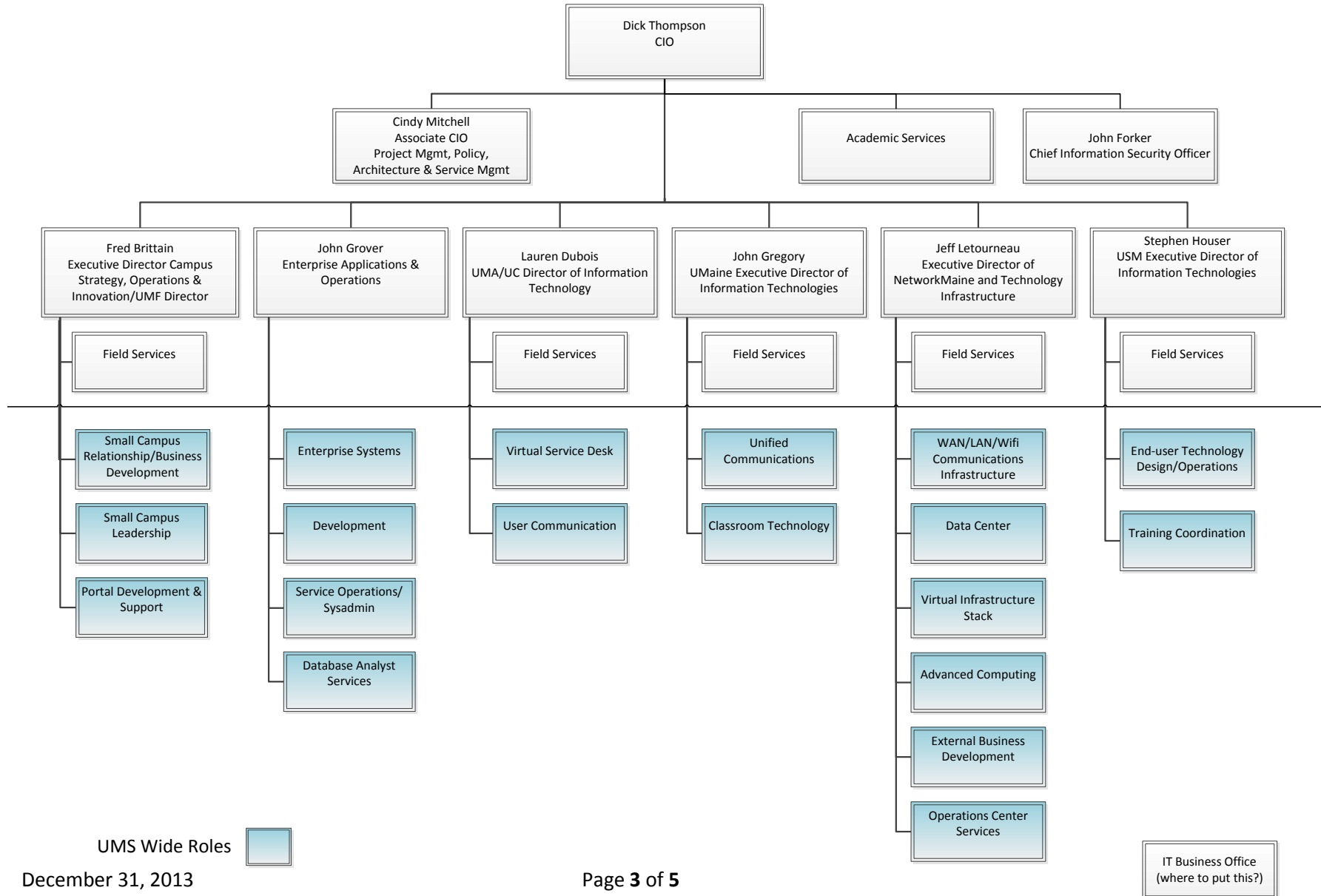
Expectations for January:

- Unified Service Team organization structure planning begins. Final Model reports will be provided to Unified Team leaders along with goals and targets for performance and savings.
- CIO Council meeting to align IT staff with specific unified services.
- Develop project plan for Phase II.
- Revise plan for policy development to support new services and support savings goals.
- Continue implementation plan for incorporating non-central IT staff.
- Continue In-depth analysis of data from TechQual+ campus surveys including areas of strengths and weaknesses by campus and at System-level in order to prioritize services around user needs.
- Second round of rate development activities with consultant. Ongoing data collection for input into the model.
- Laptop/Desktop RFP activity for January includes the proposal deadlines and product demonstrations.

Information Technology Transformation Plan – Phase 1

US:IT Functional Responsibility Chart

Revised 12/31/2013



Information Technology Transformation Plan – Phase 1

Governance and Organizational Transformation	Start Date	Finish Date	% Complete	Responsible
➤ IT Redesign Phase I Overall Percentage Complete			92%	
➤ Reorganize the IT department structure to accommodate a single IT organization from a human resource perspective, including compensation budget (Recommendation 1)	1/28/13	5/31/13	100%	Dick Thompson
➤ Transfer central campus and system information technology staff to unified business unit with no change in job functions.	3/1/13	7/31/13	100%	Dick Thompson
❖ Develop Communications plan for leaders, administrators, technical staff, and innovators	1/28/13	7/31/13	100%	David Stevens
➤ Implement new organization structure	3/1/13	12/31/13	68%	Dick Thompson
❖ Realign directors and senior management staff to new roles and responsibility under the new structure through direct assignment or HR internal recruitment processes.	3/1/13	10/31/13	100%	
❖ Incorporate non-central IT staff into organization structure	3/1/13	TBD	78%	
➤ Establish Service Quality Baseline through Techqual Survey	9/13/13	11/29/13	75%	
Policies and Practices	Start Date	Finish Date	% Complete	Responsible
➤ Establish a policy and standard development practice to propose and implement policies and practices to provide management oversight and inform leaders (Recommendation 2)	3/1/13	12/31/13	45%	Cindy Mitchell
Funding Model	Start Date	Finish Date	% Complete	Responsible
➤ Develop funding strategies and cost models of shared and centralized IT services. (Recommendation 4)	3/1/13	3/31/14	40%	Cindy Mitchell
Detailed Design Models for the Transformation of IT Services	Start Date	Finish Date	% Complete	Responsible
➤ Proof of concept in place with the transition of University College IT, some UMS IT and UMA IT services to a single IT director	3/1/13	5/31/13	100%	Lauren Dubois
➤ Recommendation 3: Pursue Cloud or “software as a service” sourcing	8/30/13	12/31/15	100%	John Grover

Information Technology Transformation Plan – Phase 1

Final Report due to CIO	11/1/2013	12/20/2013		
➤ Recommendation 5: Consolidate management and delivery of campus and system support and help desk services			100%	Fred Brittain
➤ Recommendation 6: Consolidate data center locations, management and operations			100%	Lauren Dubois
➤ Recommendation 7: Unify communications systems under one management structure by a single campus			100%	John Gregory
➤ Recommendation 8: Restructure delivery of end user technology			100%	Stephen Houser
➤ Recommendation 9: Identify, review and organize IT services into a shared services model with campus IT management.	2/15/13		60%	CIO Council
❖ System-wide Active Directory implementation	6/13	3/31/14	35%	Lauren Dubois
➤ Develop implementation plans for identified services for execution in Phase II	3/1/13	12/31/13	0%	